Sub-Process	Function	Evaluation Criteria	Test Cross Reference
		Test data collected by KPMG agrees with BLS raw data.	
Average Jeopardy Notice Intervals & Percentage of Orders Given Jeopardy Notices	POTS – Residence POTS – Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Percent Missed Installation Appointments	<10 lines/circuits >10 lines/circuits Dispatch/ No Dispatch POTS – Residence POTS – Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Average Completion Interval/Order Completion Interval Distribution	Dispatch/ No Dispatch Residence and Business reported in day intervals: 0,1,2,3,4,5,5+ UNE and Design reported in day intervals: 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, >=30 <10 lines/circuits >=10 lines/circuits POTS – Residence POTS – Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	

Sub-Process	Function	Evaluation Criteria	Test Cross Reference
Average Completion Notice Interval	Reporting interval in hours: 0-1, 1-2, 2-4, 4-8, 8-12, 12-24, >24, plus overall average hour interval <10 lines/circuits >=10 lines/circuits POTS – Residence POTS – Business Design UNE Design UNE Non-Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Coordinated Customer Conversion	Reported in intervals: <=5 min., >5 and <=15 min., >15 min., plus Overall Average Interval UNE Loops without INP UNE Loops with INP	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Percent Provisioning Troubles within 30 days of Service Order Activity	<10 lines/circuits >10 lines/circuits Dispatch/ No Dispatch POTS – Residence POTS – Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	

Sub Process	Function	Evaluation Criteria	Test Cross Reference
Total Service Order Cycle Time	Dispatch/ No Dispatch POTS – Residence POTS – Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Service Order Accuracy	<10 lines/circuits >10 lines/circuits Dispatch/ No Dispatch POTS – Residence POTS – Business Design UNE Design UNE Non-Design	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation and comparison purposes and are complete.	
~~Percent Rejected Service Requests~~	~~Mechanized~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~O&P-7-1-1~~
~~Reject Interval~~	~~Mechanized~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~O&P-7-2-1~~
~~Firm Order Confirmation Timeliness~~	~~Mechanized~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~O&P-7-3-1~~
~~Percentage of Subsequent Reports~~	~~UNE Designed~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~O&P-7-4-1~~
	~~UNE Non-Designed~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~O&P-7-4-2~~
~~Average Completion Interval~~	~~UNE Dispatch~~	~~Availability of Interface Accuracy of Response Timeliness of Response~~	~~O&P-7-5-1~~

Sub Process	Function	Evaluation Criteria	Test Cross Reference
	UNE Non-Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P-7-5-2
Order Completion Interval Distribution	UNE Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P-7-6-1
	UNE Non-Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P-7-6-2
Held Order Interval Distribution and Mean Interval	UNE Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P-7-7-1
	UNE Non-Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P-7-7-2
Average Jeopardy Notice Interval	UNE Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P-7-8-1
	UNE Non-Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P-7-8-2
Percentage of Orders Given Jeopardy Notices	UNE Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P-7-9-1
	UNE Non-Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P-7-9-2
Percent Provisioning Troubles within 30 Days	UNE Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P-7-10-1
	UNE Non-Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P-7-10-2
Percent Service Order Accuracy	UNE Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P-7-11-1
	UNE Non-Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P-7-11-2
Average Completion Notice Interval	UNE Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P-7-12-1
	UNE Non-Dispatch	Availability of Interface Accuracy of Response Timeliness of Response	O&P-7-12-2

8.0 O&P-8: EDI Documentation Evaluation

The EDI Documentation Evaluation is an analysis of the BellSouth provided documentation used by CLECs to interface and interact with the EDI interface for ordering and provisioning activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's ordering and provisioning documentation using a variety of operational analysis techniques. This test will receive as input from the O&P-1: EDI Functional Test an exceptions report due to documentation which addresses whether system functionality matches that described in the business rules documentation.

The following evaluation criteria (will be used to address the sub-processes and functions evaluated in test O&P-8.

Sub Process	Function	Evaluation Criteria	Test Cross Reference
O&P-8 Documentation	~~LEO Implementation Guides (Volumes 1-4)~~Document Structure and Format	Existence of Structural Elements Completeness of Data~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ Document Content~~Clarity of Information~~ ~~Change Management~~ ~~Notification Process~~	~~O&P-8-1-1~~O&P-8-1.6-8-1.14
	Document Content~~PC-EDI Training Document~~	Clarity of Information Completeness of Data~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management~~ ~~Notification Process~~	~~O&P-8-1-2~~O&P-8-1.15-8-23
	Release Management~~Carrier Notifications off the BellSouth website~~	Existence and Adequacy of Update Process -Availability of Documentation ~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~(Clarity of Information~~ ~~Change Management~~ ~~Notification Process~~	~~O&P-8-1-3~~O&P-8-1.23

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
	Document Accuracy	Accuracy of Documents	
	~~Resale CLEC Activation Requirements~~	~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management~~ ~~Notification Process~~	~~O&P-8-1-4~~
Submit an Order	Create and send order in LSR format	Accuracy of Document(s) Content of Document(s)	
	Receive FOC/error/reject notification	Accuracy of Document(s) Content of Document(s)	
Submit and Error	Create and send order in LSR format	Accuracy of Document(s) Content of Document(s)	
	Receive planned error/reject notification	Accuracy of Document(s) Content of Document(s)	
	Correct errors	Accuracy of Document(s) Content of Document(s)	
	Receive FOC	Accuracy of Document(s) Content of Document(s)	
Supplement an Order	Create and send supplement transactions	Accuracy of Document(s) Content of Document(s)	
	Receive FOC/error/reject notification	Accuracy of Document(s) Content of Document(s)	
	Correct errors	Accuracy of Document(s) Content of Document(s)	
Pre-Order/Order Integration	Populate integration orders with information returned from designated pre-order response	Accuracy of Document(s) Content of Document(s)	
	Submit integration orders	Accuracy of Document(s) Content of Document(s)	
	Receive acknowledgement	Accuracy of Document(s) Content of Document(s)	
	Receive error/reject notification	Accuracy of Document(s) Content of Document(s)	
	Correct errors	Accuracy of Document(s) Content of Document(s)	
Receive Completion Notice (CN)	Receive CN transaction	Accuracy of Document(s) Content of Document(s)	
Receive Jeopardy Notification	Receive jeopardy notification transaction	Accuracy of Document(s) Content of Document(s)	
Check Service Order Status	Check service order status	Accuracy of Document(s) Content of Document(s)	

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Case Reference~~
	~~Local Number Portability Ordering Guide~~	~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management~~ ~~Notification Process~~	~~O&P 8 1 5~~

9.0 O&P-9: TAG Documentation Evaluation

The TAG Documentation Evaluation is an analysis of the BellSouth provided documentation used by CLECs to interface and interact with the TAG interface for ordering and provisioning activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's ordering and provisioning documentation using a variety of operational analysis techniques. This test will receive as input from the O&P-2: TAG Functional Test an exceptions report due to documentation which addresses whether system functionality matches that described in the business rules documentation. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-9.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
O&P-9 Documentation	Document Structure and Format~~LEO Implementation Guides (Volumes 1-4)~~	Existence of Structural Elements Completeness of Data~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management Notification Process~~	~~O&P-9-1-1~~O&P-9-1.6-9-1-14
	Document Content~~TAC Technical and Programmer Reference Guide(s)~~	Clarity of Information Completeness of Data~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management Notification Process~~	~~O&P-9-1-2~~O&P-9-1.15-9-1.23
	Release Management~~Carrier Notifications off the BellSouth website~~	Existence and Adequacy of the Update Process Availability of Documentation ~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management Notification Process~~	~~O&P-9-1-3~~
	Document Accuracy	Accuracy of Documents	

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
	~~Resale CLEC Activation Requirements~~	~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management~~ ~~Notification Process~~	~~O&P 9-1-4~~
Submit an Order	Create and send order in LSR format	Accuracy of Document(s) Content of Document(s)	
	Receive FOC/error/reject notification	Accuracy of Document(s) Content of Document(s)	
Submit and Error	Create and send order in LSR format	Accuracy of Document(s) Content of Document(s)	
	Receive planned error/reject notification	Accuracy of Document(s) Content of Document(s)	
	Correct errors	Accuracy of Document(s) Content of Document(s)	
	Receive FOC	Accuracy of Document(s) Content of Document(s)	
Supplement an Order	Create and send supplement transactions	Accuracy of Document(s) Content of Document(s)	
	Rceive FOC/error/reject notification	Accuracy of Document(s) Content of Document(s)	
	Correct errors	Accuracy of Document(s) Content of Document(s)	
Pre-Order/Order Integration)	Populate integration orders with information returned from designated pre-order response	Accuracy of Document(s) Content of Document(s)	
	Submit integration orders	Accuracy of Document(s) Content of Document(s)	
	Receive acknowledgement	Accuracy of Document(s) Content of Document(s)	
	Receive error/reject notification	Accuracy of Document(s) Content of Document(s)	
	Correct errors	Accuracy of Document(s) Content of Document(s)	
Receive Completion Notice (CN)	Receive CN transaction	Accuracy of Document(s) Content of Document(s)	
Receive Jeopardy Notification	Receive jeopardy notification transaction	Accuracy of Document(s) Content of Document(s)	
Check Service Order Status	Check service order status	Accuracy of Document(s) Content of Document(s)	

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
	~~Local Number Portability Ordering Guide~~	~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~ ~~Clarity of Information~~ ~~Change Management~~ ~~Notification Process~~	~~O&P 9-1-5~~

10.0 O&P-10: EDI/TAG Production Volume Performance Test

The EDI/TAG Peak Volume Performance Test will evaluate the behavior and performance of both the EDI and TAG interfaces under current capacities of the production system. This test cycle will execute selected flow-through pre-ordering (TAG only) and resale and UNE service request test cases, excluding error conditions.

The test will be executed during an 8-hour period. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test O&P-10.

~~Sub-Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Submit Orders in Production Volumes	Create order transaction(s)	Availability of Interface Timeliness of Response	~~O&P-10-1-1~~
	Send order in LSR format	Availability of Interface	~~O&P-10-1-2~~
	Receive acknowledgment	Availability of Interface Accuracy of Response Timeliness of Response	~~O&P-10-1-3~~
	Receive FOC or error/rejection notification	Availability of Interface Accuracy of Response Timeliness of Response	~~O&P-10-1-4~~

VI. Billing Test Section

1.0 BLG-1: CRIS/CABS Invoicing Functional Test

The CRIS/CABS Invoicing Functional Test will evaluate the functional elements of the carrier invoicing process for UNEs as delivered to CLECs by the CRIS/CABS interface. This test cycle will be executed by placing test calls on those UNE scenarios selected for provisioning as part of the EDI/TAG functional tests (O&P-1 and O&P-2). KPMG will place calls on provisioned lines to generate usage and invoice detail. The functional elements of UNE invoicing that will be specifically targeted by this test include usage and measured rate billing, recurring and non-recurring charges, pro-ration of charges, the recording of account configuration changes, adjustments, and the accuracy of invoice line item details delivered by both the CABS/CRIS systems. KPMG will use process walk-throughs/interviews to ensure quality of internal processes. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test BLG-1.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cases Reference~~
Adjustment	Enter adjustments	Presence of Functionality Accuracy of Response	~~BLG-1-1-1~~
	Track adjustments	Presence of Functionality Accuracy of Response	~~BLG-1-1-2~~
Maintain Bill Balance	Carry balance forward	Presence of Functionality Accuracy of Response	~~BLG-1-2-1~~
Review Bills	Verify normal recurring charges	Presence of Functionality Accuracy of Response	~~BLG-1-3-1~~
	Verify one-time charges	Presence of Functionality Accuracy of Response	~~BLG-1-3-2~~
	Verify prorated recurring charges	Presence of Functionality Accuracy of Response	~~BLG-1-3-3~~
	Verify usage charges	Presence of Functionality Accuracy of Response	~~BLG-1-3-4~~
	Verify adjustments (debits and credits)	Presence of Functionality Accuracy of Response	~~BLG-1-3-5~~
	Verify late charges	Presence of Functionality ~~Clarity of Information~~ Accuracy of Response~~Document(s)~~	~~BLG-1-3-6~~
Balance Cycle	Define balancing and reconciliation procedures	Process Validation Presence of Functionality ~~Clarity of Information~~ ~~Accuracy of Document(s)~~	~~BLG-1-4-1~~
	Produce control reports	Presence of Functionality ~~Clarity of Information~~ ~~Accuracy of Document(s)~~	~~BLG-1-4-2~~
	Release cycle	Presence of Functionality ~~Clarity of Information~~ ~~Accuracy of Document(s)~~	~~BLG-1-4-3~~

~~Sub-Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Case Reference~~
Deliver Bill	Deliver bill media	Presence of Functionality Timeliness of Response	~~BLG-1-5-1~~
Maintain Bill history	Maintain billing information	Process Validation Presence of Functionality ~~Clarity of Information~~ ~~Accuracy of Document(s)~~	~~BLG-1-6-1~~
	Access billing information	Presence of Functionality ~~Clarity of Information~~ ~~Accuracy of Document(s)~~	~~BLG-1-6-2~~
Request re-send	Deliver bill media	Process Validation Presence of Functionality ~~Accuracy of Document(s)~~ Timeliness of Response	~~BLG-1-7-1~~

2.0 BLG-2: ODUF/ADUF Usage Functional Test

The Daily Usage File Test will evaluate the functional elements of daily message/usage processing for UNE ports as delivered to CLECs by the ADUF/ODUF interfaces. This test cycle will be executed by KPMG placing test calls on those UNE port and port loop scenarios selected for provisioning as part of the EDI/TAG functional tests (O&P-1 and O&P-2). The functional elements of daily message/usage processing for UNE ports that will be specifically targeted by this test include the completeness and accuracy of the call details across a variety of incoming and outgoing call types, changes in account disposition/configuration, and CO switch types. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test BLG-2.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Receipt of usage by BellSouth	Receive switch records at data center	Process Validation Presence of Functionality	~~BLG-2-1-1~~
	Verify DUF data	Presence of Functionality	~~BLG-2-1-2~~
Daily Usage Feed	Create usage feed	Process Validation Presence of Functionality	~~BLG-2-2-1~~
	Define balancing and reconciliation procedures	~~Clarity of Information~~ ~~Accuracy of Document(s~~Presence of Functionality	~~BLG-2-2-2~~
	Route usage	Presence of Functionality	~~BLG-2-2-3~~
Deliver usage to CLECs	Send Connect:Direct®	Presence of Functionality	~~BLG-2-3-1~~
	Acknowledge arrival	Presence of Functionality Timeliness of Response	~~BLG-2-3-2~~
Maintain usage history	Create usage backup	Process Validation Presence of Functionality	~~BLG-2-4-1~~
	Request backup data	Presence of Functionality	~~BLG-2-4-2~~
Status tracking and reporting	Track valid usage	Presence of Functionality Accuracy of response	~~BLG-2-5-1~~
	Account for no usage	Presence of Functionality Accuracy of response	~~BLG-2-5-2~~
	Account for missing usage (gaps)	Presence of Functionality Accuracy of response	~~BLG-2-5-3~~

3.0 BLG-3: Billing Systems Capacity Management Evaluation

The Billing Systems Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of the billing applications. The following evaluation criteria (will be used to address the sub-processes and functions evaluated in test BLG-3.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Billing Systems Capacity Management	Data collection and reporting of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data collection and reporting	~~BLG-3-1-1~~
	Data verification and analysis of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data verification and analysis	~~BLG-3-1-2~~
	Systems and capacity planning.	Adequacy and Completeness systems and capacity planning	~~BLG-3-1-3~~

4.0 BLG-4: Billing Performance ~~Results Comparison~~Measures Evaluation

The Billing Performance ~~Results Comparison~~Measures Evaluation is a comparative analysis of billing performance results collected by the test through test management tools and those collected by BellSouth's performance measurement system from BellSouth's OSS. The source results collected from BLG-1: CRIS/CABS Invoicing Functional Test and BLG-2: ODUF/ADUF Usage Functional Test will be compared to performance measures metrics, accuracy and trends will be identified, and disparities will be analyzed for significance. Overall, for consistency testing, four test results sources will be used and compared to ensure BellSouth accuracy:

- Daily usage files ODUF/ADUF
- CRIS/CABS test invoices
- BellSouth's performance measurements system data collected
- Test Call Log

The following evaluation criteria will be used to address the sub-processes and functions evaluated in test BLG-4.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Invoice Accuracy	Resale UNE Interconnection	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
Mean Time to Deliver Invoices	Resale UNE Interconnection	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Usage Data Delivery Accuracy	Not Disaggregated	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
		BLS raw data are suitable for calculation purposes and are complete.	
Usage Data Delivery Completeness	Not Disaggregated	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Usage Data Delivery Timeliness	Not Disaggregated	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Mean Time to Deliver Usage	Not Disaggregated	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
~~Invoicing accuracy~~	~~Non-Designed UNE (billed through CRIS)~~	~~Clarity of Information~~	~~BLG-4-1-1~~
	~~Designed UNE (billed through CABS)~~	~~Clarity of Information~~	~~BLG-4-1-2~~
	~~Port Usage (billed through CABS)~~	~~Clarity of Information~~	~~BLG-4-1-3~~
~~Invoice timeliness~~	~~Non-Designed UNE (billed through CRIS)~~	~~Timeliness of Response~~	~~BLG-4-2-1~~
	~~Designed UNE (billed through CABS)~~	~~Timeliness of Response~~	~~BLG-4-2-2~~
	~~Port Usage (billed through CABS)~~	~~Timeliness of Response~~	~~BLG-4-2-3~~

Sub Process	Function	Evaluation Criteria	Test Cross Reference
Usage data delivery timeliness	Port Usage	Timeliness of Response	BLG 4-3-1
Usage data delivery completeness	Port Usage		BLG 4-4-1
age data livery curacy	Port Usage	Accuracy of Response Clarity of Information	BLG 4-5

5.0 BLG-5: CRIS/CABS Invoicing Documentation Evaluation

The CRIS/CABS Invoicing Documentation Evaluation is an analysis of the documentation used by CLECs to interact with BellSouth's invoicing systems when conducting billing activities. This high level evaluation is intended to review the accuracy and completeness of BellSouth's documentation using a variety of operational analysis techniques. Since there is no direct system interaction with CRIS/CABS, this documentation evaluation will be concerned with analyzing the accuracy of documentation with respect to connectivity to gather invoices, delivery of invoices and the overall format and contents of the invoices delivered. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test BLG-5.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Billing Invoicing Documentation	Document Structure and Format~~Document Change Management~~	Existence of Structural Elements Completeness of Data~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~	~~BLG-5-1-1~~
	~~Document Content Management~~Document Content	Clarity of Information Completeness of Data~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~	~~BLG-5-1-2~~
	~~Documentation Distribution~~Release Management	Existence and Adequacy of the Update Process Availability of Documentation~~(s)~~ Accuracy of Documentation	~~BLG-5-1-3~~
	~~Document Content~~Document Accuracy	~~Accuracy of Document(s)~~ Accuracy of Documents	~~BLG-5-1-4~~

6.0 BLG-6: ODUF/ADUF Documentation Evaluation

The ODUF/ADUF Documentation Evaluation is an analysis of the documentation used by CLECs to interact with BellSouth's usage reporting systems when conducting billing activities. This high level evaluation is intended to review the accuracy and completeness of BellSouth's documentation using a variety of operational analysis techniques. Since there is no direct system interaction with BellSouth's systems in this process, this documentation evaluation will be concerned with analyzing the accuracy of documentation with respect to connectivity to gather usage records, delivery of usage records and the overall format and contents of the daily usage files delivered. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test BLG-6.

~~Sub-Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Billing Usage Reporting Documentation	~~Document Change Management~~Document Structure and Format	~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~Existence of Structural Elements Completeness of Data	~~BLG-6-1-1~~
	~~Document Content Management~~Document Content	~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~Clarity of Information Completeness of Data	~~BLG-6-1-2~~
	~~Documentation Distribution~~Release Management	~~Availability of Document(s)~~Existence and Adequacy of the Update Process Availability of Documentation Accuracy of Documentation	~~BLG-6-1-3~~
	~~Document Content~~Document Accuracy	~~Accuracy of Document(s)~~Accuracy of Documents	~~BLG-6-1-4~~

VII. Maintenance and Repair Test Section

1.0 M&R-1: TAFI Functional Test

The TAFI Functional Test will evaluate the functional elements of the trouble reporting and screening process for telephone number assigned UNEs as delivered to CLECs via the TAFI interface in BellSouth's production environment. This test cycle will be executed by submitting trouble reports against provisioned test bed accounts

TAFI functionality will be reviewed along with the documentation addressing its use. The functional elements trouble reporting and screening that will be specifically targeted by this test include the entry and resolution of trouble reports, query and receipt of status reports, access to test capabilities, access to trouble history, and error conditions. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-1.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Trouble reports	Create trouble report	Presence of Functionality ~~Accuracy of Document(s)~~ Accuracy of Response TAFI Usability	~~M&R-1-1-1~~
	Modify trouble report	Presence of Functionality Accuracy of Response ~~Accuracy of Document(s)~~ TAFI Usability	~~M&R-1-1-2~~
	Create repeat report	Presence of Functionality Accuracy of Response ~~Accuracy of Document(s)~~ TAFI Usability	~~M&R-1-1-3~~
	Create subsequent report	Presence of Functionality Accuracy of Response ~~Accuracy of Document(s)~~ TAFI Usability	~~M&R-1-1-4~~
	~~Retrieve LMOS recent status report~~	~~Presence of Functionality~~ ~~Accuracy of Response~~ ~~Clarity of Information~~ ~~Timeliness of Response~~	~~M&R-1-1-5~~
	Enter Multiple Trouble Reports	Presence of Functionality Accuracy of Response TAFI Usability	
	~~Execute manual queuing capabilities~~Enter and Retrieve Trouble Reports from Queues	Presence of Functionality Accuracy of Response Timeliness of Response TAFI Usability ~~Accuracy of Document(s)~~	~~M&R-1-1-6~~
	Execute supervisor functions	Presence of Functionality Accuracy of Response Timeliness of Response TAFI Usability ~~Accuracy of Document(s)~~	~~M&R-1-1-7~~

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
	Close trouble report	Presence of Functionality Accuracy of Response TAFI Usability	
	Cancel trouble report	Presence of Functionality Accuracy of Response Timeliness of Response	
Access to test capability	Initiate port and loop-port test	Presence of Functionality Accuracy of Response ~~Clarity of Information~~ Timeliness of Response TAFI Usability	~~M&R 1 2 1~~
	View port and loop-port test results	Presence of Functionality Accuracy of Response ~~Clarity of Information~~ Timeliness of Response TAFI Usability	~~M&R 1 2 2~~
Downstream System Reports	Retrieve LMOS recent status report	Presence of Functionality Accuracy of Response Timeliness of Response TAFI Usability	
	Obtain customer line record (BOCRIS)	Presence of Functionality Accuracy of Response ~~Clarity of Information~~ Timeliness of Response TAFI Usability	~~M&R 1 2 3~~
	Obtain predictor results	Presence of Functionality Accuracy of Response ~~Clarity of Information~~ Timeliness of Response TAFI Usability	~~M&R 1 2 4~~
	View DLR (Display Line Record)	Presence of Functionality Accuracy of Response ~~Clarity of Information~~ Timeliness of Response TAFI Usability	~~M&R 1 2 5~~
	View SOCS pending order (open issue)	Presence of Functionality Accuracy of Response ~~Clarity of Information~~ Timeliness of Response TAFI Usability	~~M&R 1 2 6~~
	~~Close trouble report~~	~~Presence of Functionality~~ ~~Accuracy of Response~~ ~~Clarity of Information~~ ~~Timeliness of Response~~ ~~Accuracy of Document(s)~~	~~M&R 1 2 7~~
	~~Cancel trouble report~~	~~Presence of Functionality~~ ~~Accuracy of Response~~ ~~Clarity of Information~~ ~~Timeliness of Response~~ ~~Accuracy of Document(s)~~	~~M&R 1 2 8~~
Access error reports	~~Reset communications~~	~~Presence of Functionality~~	~~M&R 1 3 1~~

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cases Reference~~
	Host request errors	Presence of Functionality Accuracy of Response ~~Clarity of Information~~ ~~Timeliness of Response~~ TAFI Usability	~~M&R 1 3 2~~
Trouble history	Retrieve trouble history	Presence of Functionality Accuracy of Response ~~Clarity of Information~~ Timeliness of Response TAFI Usability	~~M&R 1 4 1~~
~~Trouble status~~General	~~View pending ticket status~~ TAFI Usability	~~Accuracy of Response~~ ~~Clarity of Information~~ ~~Timeliness of Response~~TAFI Usability	~~M&R 1 5 1~~

2.0 M&R-2: ECTA Functional Test

The ECTA Functional Test will evaluate the functional elements of the trouble reporting and screening process for both telephone number assigned and circuit identified UNEs as delivered to CLECs via the ECTA interface. This test cycle will be executed by exercising a defined set of ECTA functions associated with trouble management activities against test bed accounts.

ECTA functionality will be reviewed along with the documentation addressing its use. The functional elements of trouble reporting and screening that will be specifically targeted by this test include the entry and resolution of trouble reports, the query and receipt of status reports, and error conditions. The ECTA Functional Test will be conducted against BellSouth's production environment system. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-2.

Sub-Process	Function	Evaluation Criteria	Test Cross Reference
Trouble reports	Create trouble report	Presence of Functionality Timeliness of Response	~~M&R-2-1-1~~ ~~M&R-2-2-1~~
	Modify trouble report	Presence of Functionality Timeliness of Response	~~M&R-2-1-4~~ ~~M&R-2-2-4~~
	Cancel trouble report	Presence of Functionality Timeliness of Response	~~M&R-2-1-5~~ ~~M&R-2-2-5~~
	Request trouble ticket status	Presence of Functionality Timeliness of Response	~~M&R-2-1-2~~ ~~M&R-2-2-2~~
	Verify repair completion	Presence of Functionality Timeliness of Response	~~M&R-2-1-6~~ ~~M&R-2-2-6~~
	Add trouble information	Presence of Functionality Timeliness of Response	~~M&R-2-1-3~~ ~~M&R-2-2-3~~

3.0 M&R-3: ECTA Normal Volume Performance Test

The ECTA Normal Volume Performance Test will evaluate the behavior and performance of the ECTA interface under "normal" YE01 projected transaction load conditions. This test cycle will be executed by a test transaction generator capable of submitting large volumes of resale services and UNE trouble test cases in a manner consistent with ECTA's current and forecasted daily usage patterns and transaction mix, including error conditions. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-3.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Submit trouble transactions in projected normal volumes	Create trouble report	Correctness of Response Timeliness of Response	~~M&R-3-1-1~~ ~~M&R-3-2-1~~
	Modify trouble report	Correctness of Response Timeliness of Response	~~M&R-3-1-4~~ ~~M&R-3-2-4~~
	Cancel trouble ticket	Correctness of Response Timeliness of response	~~M&R-3-1-5~~ ~~M&R-3-2-5~~
	Request trouble ticket status	Correctness of Response Timeliness of Response	~~M&R-3-1-2~~ ~~M&R-3-2-4~~
	~~Verify Repair Completion~~	~~Correctness of Response~~ ~~Timeliness of Response~~	~~M&R-3-1-6~~ ~~M&R3-2-6~~
	Add trouble information	Correctness of Response Timeliness of Response	~~M&R-3-1-3~~ ~~M&R-3-2-3~~

4.0 M&R-4: ECTA Peak Volume Performance Test

The ECTA Peak Volume Performance Test will evaluate the behavior and performance of the ECTA interface under peak YE01 projected transaction load conditions. This test cycle will be run following the execution of the ECTA Normal Volume Performance Test (M&R-3) and will utilize a selected sample of resale services and UNE trouble test cases, including error conditions.

The peak volume forecast will be developed using the peak hourly load identified for the ECTA Normal Volume Performance Test and replicating those transaction volumes across an 8-hour period. Alternatively, if BellSouth's normal daily usage patterns are relatively flat, a multiple may be applied to the peak hourly load and the result replicated across an 8-hour day. The methodology and calculations are discussed further in Appendix C: Volume Analysis. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-4.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
Submit trouble transactions in projected normal volumes	Create trouble report	Correctness of response Timeliness of Response	~~M&R-4-1-1~~ ~~M&R-4-2-1~~
	Modify trouble report	Correctness of Response Timeliness of Response	~~M&R-4-1-4~~ ~~M&R-4-2-4~~
	Cancel trouble ticket	Correctness of Response Timeliness of Response	~~M&R-4-1-5~~ ~~M&R-4-2-5~~
	Request trouble ticket status	Correctness of Response Timeliness of Response	~~M&R-4-1-2~~ ~~M&R-4-2-2~~
	~~Verify Repair Completion~~	~~Correctness of Response~~ ~~Timeliness of Response~~	~~M&R-4-1-6~~ ~~M&R-4-2-6~~
	Add Trouble Administration Information	Correctness of Response Timeliness of Response	~~M&R-4-1-3~~ ~~M&R-4-2-3~~

5.0 M&R-5: TAFI Capacity Management Evaluation

The TAFI Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of TAFI interfaces. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-5.

~~Sub-Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
TAFI Capacity Management	Data collection and reporting of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data collection and reporting	~~M&R-5-1-1~~
	Data verification and analysis of business volumes, resource utilization, and performance monitoring.	Adequacy and Completeness of data verification and analysis	~~M&R-5-1-2~~
	Systems and capacity planning.	Adequacy and Completeness of systems and capacity planning	~~M&R-5-1-3~~

6.0 M&R-6: ECTA Capacity Management Evaluation

The ECTA Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of ECTA interfaces. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-6.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Case Reference~~
ECTA Capacity Management	Data collection and reporting of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of data collection and reporting	~~M&R-6-1-1~~
	Data verification and analysis of business volumes, resource utilization, and performance monitoring.	Adequacy and Completeness of data verification and analysis	~~M&R-6-1-2~~
	Systems and capacity planning.	Adequacy and Completeness of systems and capacity planning	~~M&R-6-1-3~~

7.0 M&R-7: M&R Performance ~~Results Comparison~~Measures Evaluation

The M&R Performance ~~Results Comparison~~Measures Evaluation is a comparative analysis of M&R performance results collected by KPMG test management tools and BellSouth's OSS performance measurements systems. The source results collected from M&R-1: TAFI Functional Test, M&R-2: ECTA Functional Test, M&R-3: ECTA Normal Volume Performance Test, and M&R-4: ECTA Peak Volume Performance Test will be compared to BellSouth's performance measurements systems , accuracy and trends will be identified, and disparities will be analyzed for significance. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-7.

Sub-Process	Function	Evaluation Criteria	Test Cross Reference
Missed Repair Appointments	POTS – Residence, Business Design PBX, CENTREX, AND ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Customer Trouble Report Rate	POTS – Residence, Business Design PBX, CENTREX, AND ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Maintenance Average Duration	POTS – Residence, Business Design PBX, CENTREX, AND ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	

Sub Process	Function	Evaluation Criteria	Test Cross Reference
Percent Report Troubles within 30 days	POTS – Residence, Business Design PBX, CENTREX, AND ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
Out of Service >24 hours	POTS – Residence, Business Design PBX, CENTREX, AND ISDN UNE 2 Wire Loop (Design and Non-Design) UNE Loop Other (Design and Non-Design) UNE Other (Design and Non-Design) Dispatch/No Dispatch	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
		Test data collected by KPMG agrees with BLS raw data.	
OSS Interface Availability	Not Disaggregated	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
OSS Response Interval and Percentages	Not Disaggregated	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	
Average Answer Time – Repair Centers	Not Disaggregated	BLS reports are correctly disaggregated and complete.	
		KPMG-calculated SQM values agree with BLS-reported SQM values.	
		BLS raw data are suitable for calculation purposes and are complete.	

Sub Process	Function	Evaluation Criteria	Test Cross Reference
Missed repair appointment	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R 7-1-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R 7-1-2
Percentage of subsequent reports	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R 7-2-1
Maintenance average duration	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R 7-3-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R 7-3-2
Out of service > 24 hours	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R 7-4-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R 7-4-2
Repeat troubles within 30 days	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R 7-5-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R 7-5-2
OSS response interval	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R 7-6-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R 7-6-2
Average answer time	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R 7-7-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R 7-7-2

8.0 M&R-8: TAFI Documentation Evaluation

The TAFI Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAFI interface for maintenance and repair activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's maintenance and repair documentation using a variety of operational analysis techniques. This test uses records of observations from the M&R-1: TAFI Functional Test and CLEC TAFI User Training Manuals to identify incidents in documentation and functionality described in the business rules. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-8.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
M&R Documentation	Document Structure and Format~~CLEC TAFI End-User Training and User Guide~~	Existence of Structural Elements Completeness of Data ~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~	~~M&R-8-1-1~~
	Document Content~~CLEC Training Guide (M&R Sections)~~	Clarity of Information Completeness of Data ~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~	~~M&R-8-1-2~~
	Release Management~~TAFI Online Help~~	Existence and Adequacy of the Update Process Availability of Documentation Accuracy of Documentation ~~Availability of Document(s)~~ ~~Accuracy of Document(s)~~ ~~Structure of Document(s)~~ ~~Distribution of Document(s)~~	~~M&R-8-1-3~~

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~

Sub Process	Function	Evaluation Criteria	Test Cross Reference
TAFI Interface	Trouble Report	Accuracy of Documentation	
	Access to Test Capability	Accuracy of Documentation	
	Access to Downstream System Reports	Accuracy of Documentation	
	Error Reports	Accuracy of Documentation	
	Trouble History	Accuracy of Documentation	

9.0 M&R-9: ECTA Documentation Evaluation

The ECTA Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the ECTA interface for maintenance and repair activities. This evaluation is intended to review the accuracy, ease of use and conformance to ANSI standards of BellSouth's maintenance and repair documentation using a variety of operational analysis techniques. This test will use records of observations from the M&R-2: ECTA Functional Test to identify incidents in documentation and functionality. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-9.

Sub Process	Function	Evaluation Criteria	Test Cross Reference
M&R Documentation	Joint Implementation Agreement for Electronic Communications Trouble Administration (ECTA) Gateway for Local Service (JIA)	Accuracy of Document Ease of Use of Document Conformance of Document toANSI Standards	~~M&R-9-1-1~~ ~~M&R-9-1-2~~ ~~M&R-9-1-3~~

10.0 M&R-10: M&R Process Evaluation

The M&R Process Evaluation Test is comprised of two major elements. The first (Sub-Test 1) evaluates the functional equivalence of BellSouth's M&R processes for wholesale and retail trouble reports. Process flows for wholesale and retail trouble management will be reviewed and evaluated along with technician methods and procedures (M&P) and job aids for wholesale trouble repair.

The second element (Sub-Test 2) involves the execution and observation of selected M&R test scenarios to evaluate BellSouth's performance in making repairs under the conditions of various wholesale maintenance scenarios.

The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-10.

~~Sub Process~~	~~Function~~	~~Evaluation Criteria~~	~~Test Cross Reference~~
End-to-End M&R Process	Process flow documentation	Completeness Wholesale/Retail Comparison	~~M&R-10-1-1~~
	Process evaluation	Wholesale/Retail Comparison	~~M&R-10-1-2~~
End-to-End Trouble Report Processing	M&R test situations	~~Accuracy~~ Timeliness Wholesale/Retail Comparison	~~M&R-10-2~~

VIII. Change Management Test Section

1.0 CM-1: Change Management Practices Review

This test evaluates the overall policies and practices for managing change in the procedures and systems necessary for establishing and maintaining effective relationships between BellSouth and CLECs. The results of this test will rely upon checklists and inspections. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test CM-1.

Sub Process	*Function*	*Evaluation Criteria*	*~~Test Cross~~ Reference*
Change Management	Developing Change Proposals	Completeness and consistency of change development process	~~CM-1.1~~ ~~CM-1.2~~
	Evaluating Change Proposals	Completeness and consistency of change evaluation process	~~CM-1.3~~ ~~CM-1.4~~ ~~CM-1.7~~
	Implementing Change	Completeness and consistency of change implementation process	~~CM-1.7~~
	Intervals	Reasonableness of change interval	~~CM-1.5~~
	Documentation	Timeliness of documentation updates	~~CM-1.6~~
	Tracking Change Proposals	Adequacy and completeness of change management tracking process	~~CM-1.7~~ ~~CM-1.8~~